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Date	Status	Author	Comment
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08-15-2013	Modified	Amanda Webb-Thomas	Updates to draft made post go-live.
08-19-2013	Modified	Holly Cox	Added content to E-Learning Standards section

Introduction

Purpose

The LearnAlaska Learning Management System (LMS) will serve as the enterprise LMS for the State of Alaska and be used solely to administer and deliver training to State employees. The purpose of this document is to detail the system's governance structure, define standards and naming conventions to be used in the LMS to promote consistency, define the support standards, define permissions and roles, set content sharing standards, define the change control process, and specify eLearning standards.

Applicability

Any agency that has a domain or an agency or training program within LearnAlaska.

LA-001: System Governance

Purpose

LearnAlaska is being deployed as an enterprise-wide learning management system. It is important that all customers are equally represented in the governance of the system to ensure that it can accommodate the majority of users in the state.

Guidelines

Each agency that has a unique domain or has training content in LearnAlaska will have one central person with whom the LearnAlaska Site Administrator will communicate and work with. This representative will serve as the agency's Domain Administrator and on the LearnAlaska LMS Governance Group.

The Governance Group will be responsible for the following:

- Creation and enforcement of system standards
- Evaluation of change requests
- Evaluation of system enhancements

The Governance Group will have two chairs, the Enterprise Administrators of the system, who will serve as the final arbitrator of decisions that cannot be made by a majority of the group.

When an Agency Domain Administrator is changing, the agency must submit a notification to the Enterprise Administrator at least 15 days to the change. If a replacement Domain Administrator is not immediately identified, the Agency's backup Domain Administrator will serve as the Primary until a replacement is appointed and completes the required training.

Governance and documents of interest to Domain Administrators will be stored on the LearnAlaska Portal website hosted by the Division of Finance in the Department of Administration. This portal site will also be used to link to end-user training materials, frequently asked questions, and system announcements.

LA-002: Enterprise Configuration Standards

Purpose

Some configuration options in LearnAlaska have an impact on all domains across the system; consequently it is necessary to have standards and controls to limit the chance of a configuration decision impacting other domains. The purpose of this section is to inventory the options that will be maintained at the Enterprise (Core) level.

Forms

LearnAlaska Change Request Form

Guidelines

Access Approval (Approval Paths)

Access approval is an optional tool that requires users to obtain approval before accessing content or enrolling in an activity. Paths are based on system or automatic roles assigned to the user. Any user who has one or more system or automatic roles assigned to them may be responsible for approving access requests. All predefined approval paths are linear (as opposed to non-linear).

Approval paths defined at the core and available to all domains include:

- **Administrator:** Item requires approval by an Administrator before access is granted.
- **DOA DOF Training Team:** Item requires approval by a member of the DOA DOF Training Team resource account before access is granted.
- **HR Administrator:** Item requires approval by a Human Resources (HR) Administrator before access is granted.
- **Instructor:** Item requires approval by the Instructor before access is granted.
- **User Manager and Administrator – Linear:** Item requires approval by the User's Manager and then by the Administrator before access is granted.
- **User Manager and DOP T&D Admin – Linear:** Item requires approval by the User's Manager and then by the DOP T&D Administrative Support Staff before access is granted.
- **User's Manager:** Item requires approval by the User's Manager before access is granted.

- **User's Manager and DOA DOF Training Team – Linear:** Item requires approval by the User's Manager and then by a member of the DOA DOF Training Team before access is granted.
- **User's Manager and Instructor – Linear:** Item requires approval by the User's Manager and then by the Instructor before access is granted.

Domain Specific Information

Approval paths are site-wide. Edits to approval paths in any domain within the site will affect all domains simultaneously. Consequently new approval paths must be requested through the change control process.

Categories

Categories are used to organize, or group, content items to assist with classifying items and system searches. A set list of root categories has been defined to maintain consistency. Agencies may request the addition of sub-categories to meet their training needs. Each domain is required to associate all of its course and content options with the root and sub-categories as applicable. Categories will not be created deeper than one level below the root category.

Root categories defined at the core and available to all domains include:

- **New Employee:** Training for new State of Alaska employees to assist in understanding work rules and procedures, benefits, organizational structure, etc.
- **Safety, Health, and Wellness:** Training on workplace safety topics, or employee health and well-being.
- **Statewide Programs:** Training for statewide programs.
- **Statewide Technology:** Training related to computer applications.
- **Supervisory Development:** Training directed to supervisors and intended to enhance their skills and abilities.
- **TrainAlaska:** Class data converted from legacy learning management system, TrainAlaska.
- **Workforce Development:** Training directed to employees for the enhancement of skills and abilities.

Domain Specific Information

Categories are site-wide. Edits to a category in any domain within the site will affect all domains simultaneously. Consequently edits to existing categories and new categories must be requested through the change control process.

Course Providers

A course provider is any entity that creates and offers online or classroom courses. Course provider is a required field when creating or managing courses. Course providers defined at the core and available to all domains include:

- **SOA:** State of Alaska training.
- **SOA-DOA-DAS:** Division of Administrative Services, Department of Administration, State of Alaska
- **SOA-DOA-DGS:** Division of General Services, Department of Administration, State of Alaska
- **SOA-DOA-DOF:** Division of Finance, Department of Administration, State of Alaska
- **SOA-DOA-DOPLR:** Division of Personnel and Labor Relations, Department of Administration, State of Alaska
- **SOA-DOA-ETS:** Enterprise Technology Services, Department of Administration, State of Alaska
- **SOA-DOC:** Department of Corrections, State of Alaska
- **SOA-DOT:** Department of Transportation and Public Facilities, State of Alaska
- **SOA-EED:** Department of Education and Early Development, State of Alaska
- **Vendor:** External Vendor

Domain Specific Information

Course providers are site-wide. Edits to a course provider in any domain within the site will affect all domains simultaneously. Consequently edits to existing course provider and new course providers must be requested through the change control process.

Credit Types

Credit Types are associated with course. A credit type indicates the kind of credit a user receives for completing a course.

Credit types defined at the core and available to all domains include:

- **CEU:** Continuing Education Unit (CEU) is a measure used in continuing education programs. A CEU is equivalent to ten (10) hours of participation in a recognized continuing education program, with qualified instruction and sponsorship.
- **CLE:** Continuing Legal Education (CLE) refers to professional education of lawyers that occurs after admission to the bar.
- **CME:** Continuing Medical Education (CME) is required for professionals in the medical field to maintain their professional certification.

- **College Credit:** College credit is given by a college or university for the successful completion of a course in an academic term.
- **CPE:** Continuing Professional Education (CPE) is required for Certified Public Accountants (CPAs) to maintain their professional certification.
- **Other:** Credit type not covered by listed options.
- **PDU:** Professional Development Units (PDU) is required for Project Management Professionals (PMP) to maintain their professional certification.

Domain Specific Information

Credit types are site-wide. Edits to a credit types in any domain within the site will affect all domains simultaneously. Consequently edits to existing credit types and new credit types must be requested through the change control process.

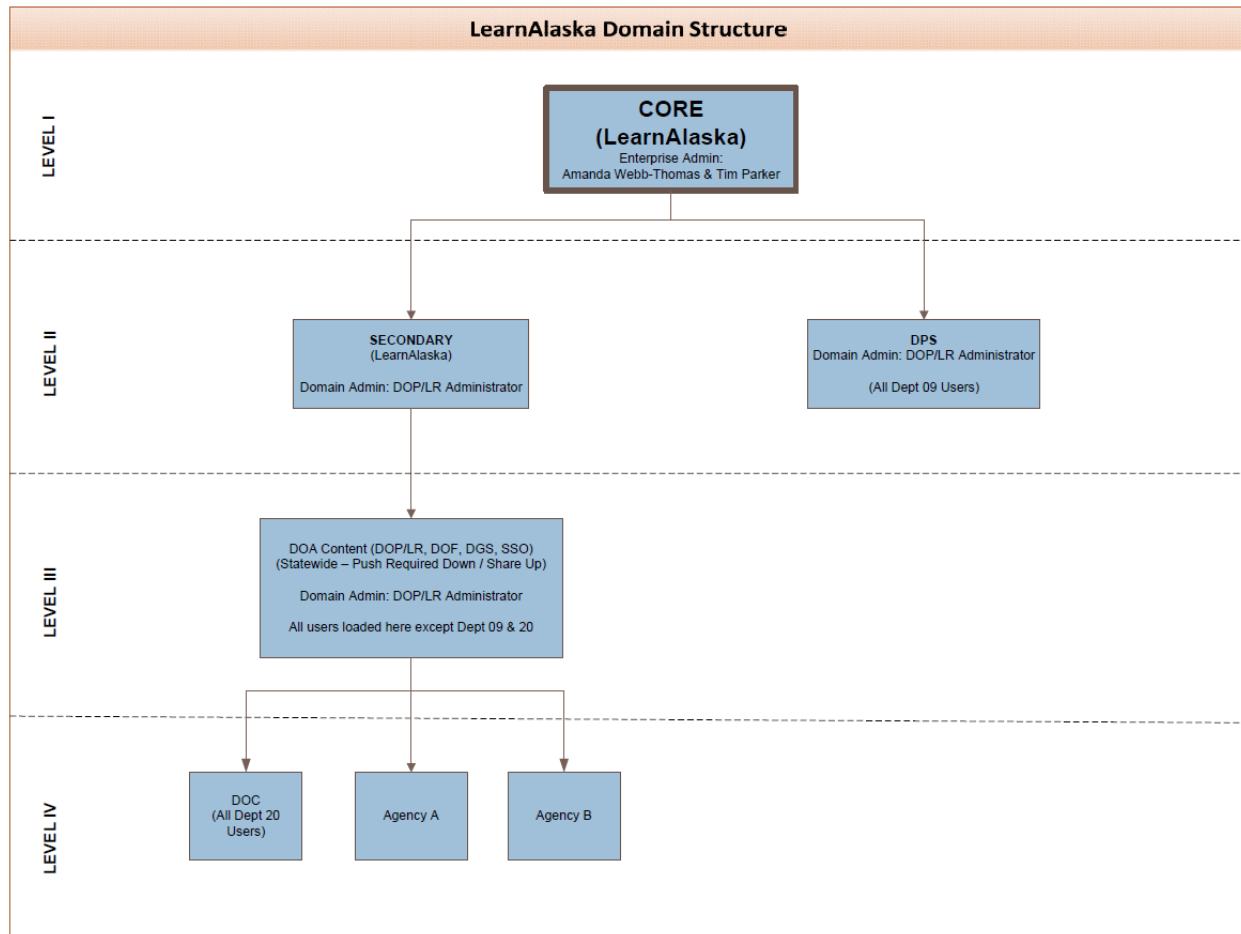
Domains

A domain is a portal into the system that has unique course items, specified users, a unique menu structure, and specific configuration settings. As part of the central system, domains share a single code base, single database, shared content repository and central user collection.

The type of authorized user also determines which domain information will be visible. Enterprise Administrators have access to the entire domain structure. Domain Administrators only have access to the domains that they administer.

The following drawing shows the domain structure implemented in LearnAlaska.

Exhibit 1. LearnAlaska Domain Structure



Domain Specific Information

In order to maintain consistency as well as integrity of the system, agencies may not add domains or sub-domains to the system or change the agency skin. Requests for sub-domains must be vetted through the change control process.

Emails

LearnAlaska is configured with 121 base email triggers; of those triggers 58 were inactivated prior or shortly after go-live. The email messages for the remaining 63 triggers have been updated with SOA language and URLs as necessary. Helpful references include the spreadsheet titled “LearnAlaska_MS_Emails.xlsx” that includes the trigger titled and activity flag and a Word document “LearnAlaska_MS_Emails_BASE-and-Updates.docx” that provides information about the emails as configured in the Base Meridian system and the email as it exists in LearnAlaska with updates made by the LearnAlaska team. These documents may be found on the LearnAlaska [Portal](#) webpage.

Domain Specific Information

Emails are domain specific. Messages sent to students regarding a course or content item hosted in a specific domain with use the email from that domain. In cases where a user enrolls in a course or content item from another domain the user will receive the email from that domain.

Domain Administrators may modify emails within their domain. It is strongly encouraged that users **copy** the configured email and make any modifications to the copied version. The original version may then be inactivated but preserved in case you want to revert back the system email.

Equipment Types

Equipment types are used to list available equipment associated with training rooms. Equipment types defined at the core and available to all domains include:

- Chairs
- Clock
- Coffee Maker
- DVD Player
- Easel Stand
- Fan
- Fax Machine
- Flipchart Pads
- Headset(s)
- Instructor Computer
- Internet Connection
- Lectern
- Microphone
- Multimedia Projector
- Overhead Projector
- Podium
- Polycom Unit
- Printer
- Projection Screen
- Smartboard
- Sound System
- Speakers
- State LAN Connection
- Student Computers
- Tables
- Telephone
- Telephone with Speaker Phone
- Television
- TTY/TDD Device
- VCR
- Videoconference Equipment
- Whiteboard
- Wireless Microphone
- Wireless Network Connection

Domain Specific Information

Equipment types are site-wide. Edits to equipment types in any domain within the site will affect all domains simultaneously. Consequently edits to existing equipment types and new equipment types must be requested through the change control process.

Job Titles

Job titles are loaded with the user data. Job titles can be used for reporting, training assignments, and setting item permissions. Available in LearnAlaska are the class code and the job title. An example job title is “P3608 PUBLICATIONS SPEC III”.

Domain Specific Information

Job titles are site-wide. These elements come from the Payroll System (AKPAY) and are read-only in LearnAlaska. No edits will be made through the front-end of the tool.

External Learning Event Types

Learning event types are associated with external learning events. Learning event types defined at the core and available to all domains include:

- **College Course:** Courses offered by an accredited educational institution.
- **Conference:** A comprehensive program which includes any number of workshops, seminars, courses, classes, or meetings.
- **Course:** Any number or variations of individual learning content, for a particular subject matter. May include sections and classes.
- **Internship:** A short-term opportunity where a person gains supervised practical experience in a particular area of interest or occupation.
- **On-Line Training:** Computer-based instruction that enables learners to complete training through self-paced or self-directed modules.
- **Seminar:** A meeting held for the exchange of useful information by members of a common business community.
- **Virtual Classroom:** A virtual classroom is a learning environment created online that replicates an in-class environment. The class is instructor led and students participate remotely.
- **Webinar:** A specific type of web conference in which students have limited interaction and information is disseminated one-way from the presenter.

Domain Specific Information

Learning event types are site-wide. Edits to a learning event types in any domain within the site will affect all domains simultaneously. Consequently edits to existing learning event types and new learning event types must be requested through the change control process.

Naming Conventions

In order to maintain integrity of reporting and content sharing, the following naming conventions are required.


Element	Naming Convention	Example
All Courses, Content items (documents, tests, etc.)	SOA-Dept Acronym- <i>Div Acronym (optional)</i> : Title	SOA-DOA-DOF: AKSAS: Introduction
Course Provider	SOA-Dept Acronym- <i>Div Acronym (optional)</i>	SOA-DOA-DOF
Custom Roles	Dept Acronym- <i>Div Acronym (optional)</i> -Role Name	DOA-DOF-Instructors
Report Layouts that are shared	Dept Acronym- <i>Div Acronym (optional)</i> -Report Layout Name	DOA-DOF-Training Billing Report
Room *See note below	<i>Div Acronym (optional)</i> -Room Name	DOA-10 th Floor Training Room PFC-Hugh Malone Boardroom Sheffield Ballroom
Training Facility	See table below for standards	

Training Facilities

Situation	Standard	Example(s)
Airport Code is commonly known or easy to figure out	Airport Code-Building Name/Desc	ANC-Atwood Building ANC-State Troopers Building JNU-State Office Building JNU-Centennial Hall Convention Center NOM-DOT Office SWD-Spring Creek Correctional Center
Airport Code is unlike City name	Airport Code-Town Name Building Desc	ADQ-Kodiak State Troopers Building DUT-Unalaska Police Department ENA-Kenai Wildwood Correctional Complex FAI-Fairbanks Westmark Hotel

* Every training facility entry must contain at least **one** Room entry in order to be assigned to a Classroom Event. **Room Description must reference the training facility name in order to search by this information.**

Example:



ANC-Bayview Building

[Manage](#) [Save Shortcut](#)

Type : Building

Type : State Facility
 Address : 619 E. Ship Creek Avenue
 City : Anchorage
 U.S. State : AK

Non-U.S. State/Province : None
 Country : US
 Postal Code : 99501
 Complex :
 Contact Name : None
 Contact Phone : None
 Contact Fax : None
 Contact Email : None

The Bayview Building is located in downtown Anchorage and contains many state offices in addition to some private sector offices. The building has a snack area with vendor machines and is located close to walking trails.

[Map/Directions](#)

Rooms

Below is a list of rooms that are located in this facility. Click the information icon to view information about each room (including equipment that is in the room).

	Room Name/Number	Room Type	Capacity	Rate
	DOP-Computer Lab (Suite 311B)	Computer Lab	13	
	DOP-Training Room (Suite 311A)	Multi-Purpose	25	
	DOP-Training Room (Suite 309B)	Multi-Purpose	25	

INFORMATION: DOP-COMPUTER LAB (SUITE 311B)

[Close Window](#) | [Print](#)

Summary | **Equipment** | **Status**

Name/Number DOP-Computer Lab (Suite 311B)
Room Type Computer Lab
Facility Name ANC-Bayview Building
Facility Address 619 E. Ship Creek Avenue Anchorage, AK 99501
Contact Name
Description The computer lab offers 12 student workstations, one instructor station, multimedia projector, and telephone. It is located on the 3rd floor. [TRAINING FACILITY: ANC-Bayview Building]
Keywords computer lab
Capacity 13
Additional Information Contact the Division of Personnel & Labor Relations Training and Development Client Services staff at 907.375.7700 or doa.dop.doptraining@alaska.gov to reserve this room.

Domain Specific Information

Training facilities may be defined at the domain-level and shared across the enterprise. It is important to complete a thorough search prior to adding a new training facility to avoid duplication in LearnAlaska. The enterprise administrator reserves the right to delete duplicate entries if necessary.

Organizations

Organizations are used to group system users. The organization structure matches the State of Alaska department structure. Organizations are closely tied to the domain structure and can be used for reporting, training assignments, and setting item permissions.

The organization structure defined in LearnAlaska consists of two-levels. The first level contains the department name.

- 01-Office of the Governor
- 02-Department of Administration
- 03-Department of Law

- 04-Department of Revenue
- 05-Department of Education and Early Development
- 06-Department of Health and Social Services
- 07-Department of Labor and Workforce Development
- 08-Department of Commerce Community and Economic Development
- 09-Department of Military and Veterans Affairs
- 10-Department of Natural Resources
- 11-Department of Fish and Game
- 12-Department of Public Safety
- 18-Department of Environmental Conservation
- 20-Department of Corrections
- 25-Department of Transportation and Public Facilities
- 31-Legislative Affairs Agency
- 33-Division of Legislative Audit
- 41-Alaska Court System
- 99-Terminated

The second level of the organization structure contains the department number followed by division and unit data. There are over 1000 units defined and loaded for the organization structure. An example unit is “02_COM-COMMISSIONERS OFFICE” which refers to the Department of Administration’s Commissioner’s Office.

Domain Specific Information

The organization structure is site-wide. These elements come from the Payroll System (AKPAY) and are read-only in LearnAlaska. No edits will be made through the front-end of the tool.

Room Types

Room types are used to categorize rooms. Room types defined at the core and available to all domains include:

- | | | |
|-----------------------------|----------------|---------------------|
| • Classroom / Multi-Purpose | • Firing Range | • Virtual Classroom |
| • Computer Lab | • Kitchen | • Other |
| • Conference | • Theater | |

Domain Specific Information

Room types are site-wide. Edits to a room types in any domain within the site will affect all domains simultaneously. Consequently edits to existing room types and new room types must be requested through the change control process.

Training Facility Types

Facility types are used to categorize training facilities. Facility types defined at the core and available to all domains include:

- City / Borough Facility
- Federal Facility
- Hotel / Conference Center
- Library
- Public / Private Facility
- State Facility
- University / School
- Other

Domain Specific Information

Training facility types are site-wide. Edits to facility types in any domain within the site will affect all domains simultaneously. Consequently edits to existing facility types and new facility types must be requested through the change control process.

Training Profiles

Training profiles are used to create training periods within which a user must complete a required training assignment. Training profiles defined at the core and available to all domains include:

- **30 days followed by annual recurrence:** Dynamic. Initial completion due within 30 days followed by annual renewal
- **45 days followed by annual recurrence:** Dynamic. Initial completion due within 45 days followed by annual renewal
- **60 days followed by annual recurrence:** Dynamic. Initial completion due within 60 days followed by annual renewal
- **90 days followed by annual recurrence:** Dynamic. Initial completion due within 90 days followed by annual renewal

Domain Specific Information

Training profiles are site-wide. Edits to training profiles in any domain within the site will affect all domains simultaneously. Consequently edits to existing training profiles and new training profiles must be requested through the change control process.

LA-003: Support Standards

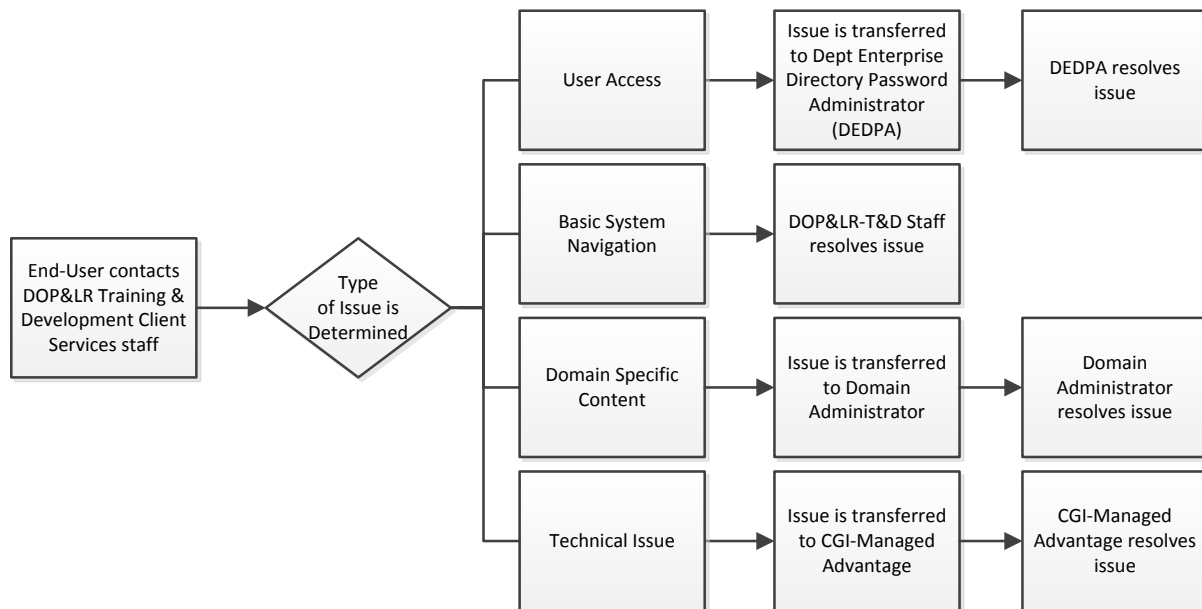
Purpose

This section defines the level of support, staffing, and issue resolution for LearnAlaska hardware and software issues.

Guidelines

Support will be provided using a tiered approach.

Exhibit 2. Help Desk Support Process Flow



Tier I – User Support

Users are encouraged to review quick reference guides, online help content, and tutorial videos prior to submitting a request for help to the Central Support contact.

Tier II – Enterprise Support

The Division of Personnel and Labor Relations (DOP&LR) Training and Development Client Services staff will provide the Tier II support; help desk staff will route questions as necessary. Enterprise Support will troubleshoot basic application issues, including:

- Account Troubleshooting
- Browser Configuration and Troubleshooting
- Basic System Navigation
- Application Functionality

Depending on the issue Enterprise Support may route issues to the Agency Domain Administrator, Agency IT Staff, or System Technical Support Services. Issues specifically related to user access (i.e. password resets) will be forwarded to the Department Enterprise Directory Password Administrator.

Tier III – Agency Support

Issues related to domain specific content will be transferred to the agency's domain administrator for resolution. Other issues transferred to Tier III include:

- Reporting Functionality
- User Permissions/Roles
- Domain-Specific Course Administration
- Content Sharing with Other Agencies

Tier IV – Vendor Support

The top tier of support is for technical issues related the software or hardware. These issues are escalated by Central Support contacts to the state’s contracted service partner for LearnAlaska, the CGI Managed Advantage Group (PSMAG). PSMAG will work to resolve the issue and/or escalate it to the vendor, Meridian, who licenses the software platform on which LearnAlaska is delivered.

Notifications

The Enterprise Administrator will be responsible for notifying the Agency Domain Administrator of any interruption that may affect user’s access to the system. Notifications will also be made in cases of maintenance or changes to the hardware or software and unplanned outages.

Issue Resolution Process

Step	Person/Group	Action
1	Agency / User	<p>Contact DOP&LR Training and Development Client Services Staff (Enterprise Support) by submitting an online help request form or by phone:</p> <p>Phone: (907) 375-7720 LearnAlaska Help Request Form</p> <p>Help Request should include the following information:</p> <ul style="list-style-type: none"> • User Name, Organization, Phone Number, Email Address • Description of error message accompanied by screen prints if available • For System Errors, a screen print of the error message or the exact error event ID
2	Enterprise Support	Responds to the agency/user within four business hours
3	Enterprise Support	Reviews the issue for appropriate routing or resolution
4	Assignee	The group assigned the issue will review the information and update Enterprise Support on the status of the resolution if necessary.
5	Assignee	When the issue is resolved the assignee will notify Enterprise Support.

Planned Maintenance or Outage Process

Step	Person/Group	Action
1	Enterprise Support	Notify Agency Domain Administrators at least one week prior to planned maintenance and/or outage. Notification info will include: <ul style="list-style-type: none">• Explanation of the maintenance/outage• Expected length of outage with a start date/time• Description of any expected impacts to end-users
2	Agency Domain Administrator	Notify agency staff as necessary.
3	Enterprise Support	Provide a reminder of outage one day before.
4	Enterprise Support	Notify Agency Domain Administrators that maintenance has been completed and system is online again.

LA-004: Permissions and Roles*Purpose*

LearnAlaska uses system and automatic roles to give users set permissions to view, launch, or manage an item within the system. To grant users system roles a user must first be a member of the domain. It is recommended that agencies complete the Super User Request Form prior to provisioning users with system roles and work with the Help Desk to grant or remove user access as necessary.

The most common system roles include.

- **Administrator:** Users in this role may access all functions in the domain, including Manage System functions. They can also create and edit all course and content types.
- **Course Manager:** Users in this role can add, edit and delete courses (SCORM 1.2, Classroom), curriculums, and tests. Course managers may also manage enrollments and waitlists for classroom courses.
- **Content Manager:** Users in this role can add, edit and delete Reference Center content such as announcements, glossary terms, and documents.
- **Report Manager:** User in this role may view and run all system reports when also granted the Course and Content Manager roles.

Forms

[Super User Request Form](#)

LA-005: Content Sharing Standards

Purpose

Content created in one domain may be pushed down or shared up or across the domain structure. Content specific to the authoring domain is by default only visible in that domain unless options have been configured to share/push the content into other domain. Content shared must be accepted into the receiving domain before it becomes visible to users in that domain. Content pushed to other domains is instantly visible in the receiving domain with no necessary action by an administrator in that domain.

Guidelines

Content sharing responsibilities include:

- Only **Push** content into a lower-level domain if it is training offered to all State employees.
- **Share** content and notify the domain administrator of the receiving domain if you have content that you would like to offer to employees in another domain. The receiving domain administrator can then choose to accept the shared content into their domain.

LA-006: Change Management Standards

Purpose

This section describes the process an agency must follow in order to initialize a change request to LearnAlaska. The purpose of establishing a standard is to ensure that procedures are used for efficient and prompt review and processing of all changes in order to minimize the impact of change-related incidents on LearnAlaska stakeholders and protect data integrity across the entire LMS.

Forms

LearnAlaska LMS Change Request Form

Guidelines

Requestor completes the LearnAlaska LMS Change Request Form and submits it electronically to the LearnAlaska Site Administrator. Depending on the nature of the request the site administrator will take one of two courses of action.

- 1) Request for the addition of reference data (e.g. Certification Type, Categories/Sub-Categories, Credit Types, Equipment Types, Evaluation Scales/Types, etc.) – review entries in LMS to ensure request is not duplicative of what is already available. If no matching entries exist, add entry per request.

- 2) Request will have an impact on other domains/stakeholders – forward to members of the LearnAlaska LMS Governance Group for consideration and approval.

Process

Step	Person/Group	Action
1	Requestor	Determines the need for a potential modification to the system.
2	Requestor	Completes a Change Request Form and submits it to the LearnAlaska Site Administrator.
3	LearnAlaska (L.A.) Site Administrator	Log the request and send a confirmation of the change with the log number, the date it will be considered or implemented, and what actions (if any) the requestor will need to take during the process.
4	L.A. Site Administrator	Review the request and recommend whether or not the change is feasible. Review will include the following areas: <ul style="list-style-type: none"> • Type of change • Requirements • Alternatives • Costs and Benefits • Risks and Issues • Impacts • Recommendations and plan
5	L.A. Site Administrator	Changes that can be implemented with no impact to other domains or the technical infrastructure will be implemented. Changes that require work by System Programmers or the software vendor, Meridian, may have associated costs. The requesting agency will be responsible for any costs incurred for implementing and maintaining the change.
6	L.A. Site Administrator	Changes that are determined to affect the enterprise or to have benefits for other users in the enterprise will be sent to the L.A. Governance Group for consideration.
7	L.A. Governance Group	Reviews the request and provides feedback on the options provided.
8	L.A. Site Administrator	If the request is denied due to impact analysis, the Site Administrator will inform the agency and advise on possible alternatives.
9	L.A. Site Administrator	If the request is approved and there are financial costs associated with implementing and maintaining the change, the Site Administrator will determine how the cost associated with implementing and maintaining the change will be paid for (i.e. the requesting agency pays entire cost, the cost is allocated to all participating agencies, etc.).

Step	Person/Group	Action
10	L.A. Site Administrator	Coordinates with the requesting agency and vendor, if necessary, to implement the change.

LA-007: E-Learning Standards

Purpose

As we begin to offer more interactive online courses it is necessary to have standards to promote consistency and accessibility for our users.

Software Program

If an agency has not already procured an eLearning Authoring software program we recommend the purchase of **Adobe Captivate**. The LearnAlaska team evaluated the four most common software programs for eLearning and picked Captivate based on affordability, feature set, ease of use, and wide use within the State and industry.

This recommendation does not prohibit the use of another program so long as that program can publish content that is SCORM or AICC compliant. We are currently using SCORM 1.2 as a standard, but LearnAlaska will also accept AICC and SCORM 2004 content.

Guidelines

Stage / View Area

The stage / view area should be a maximum of 800 x 600 pixels.

Text

The main text should use Arial or a sans-serif font such as Helvetica or Verdana and have sufficient color contrast between the text and the background.

Title

Section titles should appear at the top of the stage / view area.

Logo

Inclusion of a logo should be in one of the corners of the stage / view area and a small enough size to be out of the way of the main content.

Next Button

You should not rely on the play back control buttons on the skin to move to the next slide. If other interactions are not available to move the slide forward a button should be added to the lower right hand corner that will move the user to the next slide. This can also improve accessibility for users with screen readers.

Contact Information

On either the opening or closing slide of the course you should provide information about who the course is offered by (ex: Administration, Finance), who authored the course, and who to contact for questions.

Accessibility Standards

The following guidelines for the E-Learning Standards deal specifically with accessibility. This is a general overview of accessibility guidelines for e-learning created using any of the authoring tools.

Meta Data

Fill out the Project Name and Description, if available.

Alternative Text

Alternative text must be provided for any elements that are not accessible by screen readers. The following list is an example of elements that will probably need alternate text provided.

- Image (if it is not decorative and do not include the words “image of”, “graphic of”, etc)
- Smart Shape (even if the Smart Shape has text included)
- Text Animation
- Rollover Area (this would provide equivalent information for what appears during the rollover function)
- Image Button / Transparent Button (do not include the word “button”)
- Click Box (this is an invisible area for the user to click on something)
- Text Entry Box

Do not include alternative text for decorative elements that do not contain vital information. For example, Highlight Box and Zoom Area are only for decorative purposes and therefore should not include alternative text.

Slide Information

If the authoring tool uses slides please provide alternative text on the slide to provide additional information that someone with a screen reader would need to know that is not presented either in text captions or alternate text.

Timing

Do not have a slide with information (text, audio, etc) that needs to be interacted with just continue or move to the next slide automatically (especially if the

information needs to be accessible by an assistive device). The slide will need to be PAUSED and then have an interaction that moves to the next slide.

Animation

Do not create animation that loops, it can cause screen readers to restart reading the page. If the animation is not decorative make sure to include alternate text.

Buttons

There are a few options that need to be set for buttons to be made accessible.

- Buttons need to be focusable so that they can be accessed without a mouse.
- A mouse click sound or similar should be added to the button to help indicate interaction with the button.
- A keyboard equivalent must be set up for someone without a mouse to use the button.

Keyboard Shortcuts for Interactions

For accessibility you will need to set up keyboard shortcuts for any buttons or click box that a user needs to interact with to provide an alternate means of using said button. When creating keyboard shortcuts you will need to make sure that they are each unique and do not use keys already being utilized by the browser or system. Here are some suggested keyboard shortcuts for some regularly used buttons.

Interaction Type	Keyboard Shortcut
Next Slide / Next Quiz Question	Spacebar
Previous Slide / Back Quiz Question	B
Submit (Quiz Answers, Text Entry, etc)	Enter
Clear Quiz Question	C
Close Pop-up	X
Return to Last Slide	R
Return to Home / Go to First Slide	H

During Software Simulations you will want to try and match keyboard shortcuts as closely as you can to what they will actually need to press. For example if it is ALT+F to get to the file menu you might have the user press F in the simulation.

Make sure to provide information for the keyboard shortcuts either in alternate text or as text on the screen.

Keyboard Shortcuts to NOT Use

- Tab – This is already used to move through the different buttons on the screen.

- Arrow Keys – Are used in quiz functionality to move between and select the different options in a multiple choice and true / false questions.
- ALT, CTL, Shift – These are often tied with already used functions.
- Number Pad – This may not be available to all users.

Software Simulation

Equivalent text description / explanation must be provided for screen reader users and an option to skip the simulation must be provided for screen reader users.

Quizzing

Make sure that all quiz questions meet accessibility standards.

Audio

Closed Captioning must be provided for all audio and closed captioning must be available on the play back control of the skin. Any narration should describe all important elements and actions using device independent language. Example: Click is an action done with a mouse, but select or go to can be thought of using a variety of devices.

Try not to have the audio overpower the screen reader. For example, with a button or rollover area being focused on and if the audio starts at the same time the screen reader is going it might be difficult for the user to understand.

These are just a general overview for accessibility and you will need to know your specific program to understand how to implement these for your e-learning. For Captivate 6 / 7 users we have additional instructions for making your e-learning accessible.

Definitions

Term	Definition
Access Approval	An optional tool that requires users to obtain approval before accessing content or enrolling in an activity.
Agency Domain Administrator	Person(s) responsible for the oversight of their agency domain in LearnAlaska. Provides input on some change requests that impact the enterprise.
Approval Paths	See Access Approval.
Automatic Role	Permissions are granted to users in automatic roles based on actions made in other areas of the system. (i.e. Instructor, User Manager, etc.)
Category	Data element used to organize, or group, content items to assist with classifying items and system searches.
Change	An addition or modification to LearnAlaska or its technical infrastructure.
Credit Type	Indicates the kind of credit a user receives for completing a course.

Term	Definition
Domain	Portal into the system that has unique course items, specified users, a unique menu structure, and specific configuration settings. As part of the central system, domains share a single code base, single database, shared content repository and central user collection.
LearnAlaska	Learning management system built on the Meridian Global software platform.
Learning Management System (LMS)	A software application for the administration, documentation, tracking, reporting and delivery of education courses or training program.
Linear Approval Path	Approval path requiring that access approval is granted in a non-linear fashion; Stage 1 approver must approve before request is forwarded to Stage 2 approver and so on. Requests denied at any stage will not be forwarded to next stage in path.
Non-Linear Approval Path	Approval path used to send approval request to all approvers defined in the path. When all approvers in the non-linear path have entered their responses, the final status is set to approved if all approvers responded with "Approved" or it is set to "Denied" if one or more approvers respond with "Denied."
Role	Groups of users that have a specific set of permissions.
System Role	Assignment is made by a system administrator to system roles. System roles have fixed permissions only applicable to the domain for which they are defined.